

11/23/99

SUBJ: CIVIL AVIATION SECURITY SPECIAL AGENT CREDENTIALS AND SHIELD

1. **PURPOSE.** This order establishes standards and procedures for the issuance, procurement, control, and recovery of Civil Aviation Security Special Agent Credentials and Shield.
2. **DISTRIBUTION.** This order is distributed to staff level in the Office of the Associate Administrator for Civil Aviation Security (CAS); division level in the Office of CAS Policy and Planning, Office of CAS Intelligence, and Office of CAS Operations; and to the regional CAS Divisions; CAS Divisions at the Mike Monroney Aeronautical Center; Manager, CAS Staff at the William J. Hughes Technical Center; and standard distribution to all CAS Field Offices.
3. **BACKGROUND.** In previous orders, the standards and procedures for Issuance of FAA Civil Aviation Security (CAS) credentials and shield were incorporated into chapter 4 of the identification media directive Order 1600.25D, FAA Identification Media, Passports, and Vehicle Identification Media. This order establishes a separate directive dedicated to the subject of issuance of CAS credentials and shield within the Office of the Associate Administrator for Civil Aviation Security. This change is consistent with the manner in which other offices and services handle the issuance of credentials and shields and is consistent with the agency policy that is contained in Order 1600.25D. Therefore chapter 4 will be removed.
4. **DELEGATION OF AUTHORITY.** FAA Order 1600.25D delegates the authority for approval of CAS credentials and shields to the Associate Administrator for Civil Aviation Security, ACS-1.
5. **REQUESTS FOR INFORMATION.** Requests for information concerning this order should be addressed to Director, Office of CAS Policy and Planning, ACP-1, Attention: ACP-300, Washington, DC 20591. Requests for information concerning specific procedures, forms, reporting requirements, and control should be addressed to Director, CAS Operations, ACO-1, Attention: ACO-400, Washington, DC 20591.
6. **FORMS.**
 - a. **Application Form.** DOT F 1681, Identification Card and Credential Application, shall be used for application for the CAS Special Agent Credentials and Shield. DOT F 1681 is obtained from the applicant's servicing security element (region, center or Washington headquarters, as appropriate).

b. Special Agent Credential. FAA Forms 1600-24 and 1600-24-1, Special Agent Credential, are stocked and controlled by ACO-400. Managers of regional and center Civil Aviation Security Divisions and Staffs may obtain a supply of FAA Forms 1600-24 and 1600-24-1 by submitting a request in writing to ACO-1, Attention: ACO-400.

7. OFFICE OF THE ASSOCIATE ADMINISTRATOR FOR CIVIL AVIATION SECURITY RESPONSIBILITIES.

a. Associate Administrator for Civil Aviation Security, ACS, is the approval authority for all CAS credentials and shields. Any new types or revisions to currently issued credentials and shields will be jointly coordinated between ACO-400 and ACP-300 and approved by ACS-1.

b. Director, Office of CAS Policy and Planning, ACP-1, is responsible for approving applications for credentials and shields for personnel within the Office of CAS Policy and Planning.

c. Manager, FAA Security Division, ACP-300, is responsible for establishing standards and procedures for the issuance and control of CAS Special Agent Credentials and Shields.

d. Director, Office of CAS Operations, ACO-1, is responsible for:

(1) Approving applications for credentials and shields for personnel within the Office of CAS Operations.

(2) Ensuring that procedures are in place for processing, controlling, and safeguarding sensitive forms, and materials supporting the credentials and shields program for all of ACS.

e. Manager, FAA Internal Security Division, ACO-400, is responsible for:

(1) Serving as a focal point within ACS for the design of new CAS credentials and shields and the revisions to current CAS credentials and shields.

(2) Maintain record of all applications for CAS credentials and shields.

(3) Assuring that procedures are in place for immediate return of credentials and shields when the individual to whom they have been issued no longer has a need for them.

(4) Reissuing credentials and shields when justified.

(5) Taking appropriate action to initiate investigation when there is evidence of misuse, loss, or theft of a credential and shield or both.

f. Director, Office of Civil Aviation Security Intelligence, ACI-1, is responsible for approving applications for credentials and shields for personnel within the Office of CAS Intelligence .

g. Managers, CAS Divisions and Staffs, are responsible for:

(1) Approving or disapproving of all applications for CAS credentials and shields for personnel under their jurisdiction.

(2) Ensuring that ACO-400 is provided a listing of all personnel within their jurisdiction who have been issued credentials and shields.

(3) Ensuring that any organizational change or transfer affecting individuals issued credentials and shields are reported to ACO-400 and that the credential and shield are controlled in the manner prescribed by ACO-400 and Order 1600.25D.

(4) Reporting lost or stolen credentials and shields to ACO-1 by the most expeditious means within 24-hours of the receipt of verbal notification of loss or theft.

(5) Providing ACO-1 with a written report of loss or theft on the same day or first duty day (if weekend or holiday) after the occurrence of the loss or theft.

h. Individual Agent is responsible for:

(1) Ensuring that the credential and shield is used only in the accomplishment of official business in support of the FAA mission.

(2) Verbally advising his or her immediate supervisor by the most expeditious means within 24-hours of the loss or theft of a credential and shield or both.

(3) Preparing a written report that contains full details of the loss or theft of a credential or shield and submitting it to his or her immediate supervisor on the first duty day after the loss.

(4) Affirming in writing to the headquarters director, or security division or staff manager, prior to issuance of the credential and shield that he or she has read and understood this order.

8. ELIGIBILITY CRITERIA.

a. General. ACS-1 shall have the final approval authority for issuance of all credentials and shields. Applications for individual credential and shield within ACS shall be based on the operational requirement by an ACS office director, a regional CAS Division, or staff manager that the use of a credential and shield is clearly consistent with the mission need requirements of ACS.

b. Training. The need of an individual to possess a credential and shield shall be based on operational requirements. Employees must have successfully completed the formalized training as approved for issuance of credentials by ACS-1.

c. Requesting Official. The requesting official shall be the manager of the security element to which the individual is assigned. The manager signs DOT F 1681, in the Authorizing Official block to certify that the applicant has an operational need for a credential and shield.

9. USE OF THE SPECIAL AGENT SHIELD AND CREDENTIAL. The credential and shield will only be used in the conduct of official duties to show that the bearer is authorized in the name of the Administrator to conduct certain types of administrative, investigative, and operational tasks that are required for the accomplishment of a specific mission.

10. APPLICATION PROCEDURES. When requesting special agent credentials and shields, the following procedures apply:

a. Washington Headquarters.

(1) Upon determination of operational need, a manager will have the employee fill out DOT Form 1681 and will submit it to the office director for approval (See Appendix 1, Identification Card/Credential Application-Privacy Act).

(2) Subsequent to approval of the application by the office director, the employee will be required to have two color photographs made (1-3/8 x 1-inch).

(3) The approved application (DOT F-1681) signed by the office director together with the two color photographs is submitted to ACO-400. The applicant's name is lightly penciled on the back of each photograph and the photographs are attached with a paper clip (not stapled) to the DOT Form 1681 for submission to ACO-400.

(4) ACO-400 prepares FAA Form 1600-24-1, Credential Form, for signature by ACS-1 (See Appendix 2, FAA Form 1600-24 and 1600-24-1).

(5) If the Credential Form is signed, ACO-400 laminates the credential, selects a shield and a credential case, and prepares a hand receipt to be signed by the employee (See Appendix 3, Credential Receipt Acknowledgement Statement).

b. Regions, Technical Center, and Aeronautical Center.

(1) Upon determination of operational need by a CAS Division Manager or Staff Manager, the employee will be required to complete application form DOT F 1681 and to have two color photographs taken (1-3/8 x 1 –inch).

(2) The manager will sign the DOT F 1681. The employee will pencil his or her name lightly on the back of each photograph and attach the photographs with a paper clip to the completed form and return to the manager.

(3) The manager will transmit the completed application and photographs via registered mail, or a commercial delivery service that provides continuous signature accountability and physical control. Federal Express certifies that the service they provide meets continuous signature accountability.

(4) Upon receipt of the application and photographs, ACO-400 shall prepare the FAA Form 1600-24-1 for submission to ACS-1 for approval and signature.

(5) Upon approval by ACS-1, ACO-400 shall laminate the signed FAA Form 1600-24-1 and shall issue a credential and shield case.

(6) ACO-400 shall return the completed credential and shield with case via registered mail, or a commercial delivery service that provides continuous signature accountability and physical control. Federal Express certifies that the service they provide meets continuous signature accountability.

11. TRANSMITTAL OF CREDENTIALS AND SHIELDS. FAA Forms 1600-24 and 1600-24-1 as well as the shield and case shall be transmitted by ACO-400 to the requesting office by U.S. registered mail, return receipt requested, or a commercial delivery service that provides continuous signature accountability and physical control comparable to that of U.S. registered mail.

12. ACCOUNTABILITY AND CONTROL OF CREDENTIALS AND SHIELDS. ACO-400 accounts for each credential and shield issued by means of periodic inventory and by maintaining a file of current DOT F 1681. In order to ensure that the accountability and control procedures are effective, the following requirements apply:

a. Termination of Special Agent. When a special agent is terminated or otherwise becomes ineligible to retain the issued credential and shield, the manager of the responsible Civil Aviation Security Division or Staff will ensure that:

(1) The credential and shield are promptly returned to ACO-400 by registered mail, return receipt requested, within fifteen (15) calendar days.

(2) At the time the credential and shield are transmitted, a memorandum signed by the manager shall be included with the items to explain the reason why the credential and shield are being returned.

b. Transfer of a Special Agent. When a special agent who has been issued a Special Agent Credential and Shield transfers to another FAA security element outside of the assigned region, center, or headquarters, the credential and shield are not automatically transferred. The following action will be taken:

(1) The manager of the losing security organization contacts the manager of the gaining security organization and determines that the individual will or will not require a credential and shield in his or her new assignment.

(2) If the individual will require a credential and shield in his or her new location the manager of the losing security element advises ACO-400 of the transfer. If ACO-1 approval for the transfer is not granted, the credential and shield will be returned to ACO-400, in accordance with the provisions of this order.

(3) The manager of the gaining security element must advise ACO-400 of agent's transfer and verify that he/she is in possession of the assigned Special Agent Credential and Shield at the time he/she reports for duty. This notification must be made as soon as possible but not less than five calendar days from the entered on duty date at the gaining region.

(4) Upon receipt of this information, ACO-400 records will be annotated accordingly.

13. REPORTING LOSS OR THEFT. When a credential or shield is lost, or stolen, the holder shall without delay verbally notify his or her immediate supervisor. If the item(s) is not found within 24 hours, the manager of the region/center Civil Aviation Security Division or Staff will be notified. The manager will verbally notify ACO-1 the next duty day. This verbal notification shall be followed by a written, detailed administrative inquiry concerning the circumstances surrounding the loss or theft and the actions taken to recover the items. Recovered credentials and shields are to be reported to security and/or issuing officials without unreasonable delay and accountability records shall be adjusted to reflect the recovery. Recovered credentials may be either destroyed or reissued to the bearer, as appropriate. Under no circumstances, however, are individuals to retain more than one credential at a time.

a. The results of the administrative inquiry shall be provided to ACO-1 within five (5) working days from the time of the initial report of theft or loss. The report will include as a minimum the following information:

- (1) Basis for the inquiry.
- (2) Actions taken in connection with the inquiry.
- (3) Facts concerning the loss or theft.
- (4) Discussion.
- (5) Conclusions.
- (6) Recommendations.
- (7) Signature and title of the individual conducting the inquiry.
- (8) Attachments.

(9) Signature of the manager of the region or center Civil Aviation Security Division or Staff.

b. Other Agency Notification. Upon being advised that a credential and/or shield has been lost or stolen, the responsible security element manager shall take immediate action to report the loss or theft to appropriate law enforcement, Government, airport, and air carrier authorities with an information copy to ACO-1, Attention: ACO-400.

NOTE: In the event that the lost or stolen items are recovered, the responsible security manager will notify those agencies, which previously were notified of the loss or theft.

14. REPLACEMENT OF LOST OR STOLEN CAS CREDENTIALS AND SHIELDS.

a. General. In the event of loss or theft of a credential and/or shield, a replacement of credential and shield will not be issued for a period of 30 days to allow sufficient time for possible recovery. A formal request for reissuance from the manager of the appropriate Civil Aviation Security Division or Staff to ACO-400 will be required.

b. Negligence. In the event that the administrative inquiry results in a finding that the loss or theft was due to negligence on the part of the special agent concerned, issuance of replacement credential and shield will require a formal request from the manager of the appropriate Civil Aviation Security Division or Staff, and in addition, the following shall apply:

(1) The first time that a special agent as a result of negligence on his or her part loses his or her credential and/or shield, or for the same reason has the credential and/or shield stolen, the individual will be required to pay for the cost of the replacement items and receive a warning letter.

(2) In the event of a second occurrence of loss or theft of a credential and/or shield due to the negligence of the holder, the special agent will be required to pay for the cost of any replacement items. The special agent will be disciplined up to and including possible dismissal or transfer.

15. REPLACEMENT OF MUTILATED CREDENTIALS AND/OR SHIELDS.

a. Credentials and Shield. The holder of the credential and shield will follow the procedures described in this order for initial issue of credentials and shield. In addition, the following shall apply:

(1) A memorandum shall accompany the application for the replacement credential and shield from the manager of the appropriate Civil Aviation Security Division or Staff stating the reason for the request.

(2) The application shall be signed and accompanied by the mutilated credential and/or shield.

b. Credential Case. In the event of mutilation or severe damage to the issued credential case, the region/center Civil Aviation Security Division or Staff, should submit a request to ACO-400, for a replacement case.

16. UPDATING OF CREDENTIALS. Credentials remain valid for the duration of employment and, once issued, are not to be reissued merely because of a change in the name or title of the authenticating official(s). Credentials may be updated and reissued to the bearer when a change takes place under the following conditions;

(1) Upon legal name change;

(2) Official reassignment to a different position to reflect a change in title or in the bearer's authority;

(3) Significant change in the bearer's appearance over a period of time; or

(4) Mutilations of the credential, excessive wear, or lapse of sufficient time to indicate that a lost or stolen credential will not be returned or recovered.

17. PENALTIES FOR MISUSE OF CREDENTIALS AND/OR SHIELD.

a. The careless handling, abuse, misuse, or intentional misrepresentation of official credentials and shields shall be cause for possible administrative or disciplinary action which may include temporary suspension, reassignment, revocation of official duties and responsibilities, or other penalties.

b. Credentials and shields shall **NEVER** be issued or used for transacting nonofficial or personal business. Penalties may be imposed pursuant to law for the improper use of official identification, including:

(1) 18 United States Code (U.S.C) 499 which states that "Whoever falsely makes, forges, counterfeits, alters, or tampers with any official pass or permit, issued by or under the authority of the United States, or with the intent to defraud uses or possesses any such pass or permit, or personates or falsely represents himself to be or not to be a person to whom such pass or permit has been duly issued or willfully allows any other person to have or use any such pass or permit, issued for his use alone, shall be fined not more than \$2,000 or imprisoned not more than five years, or both."

(2) 18 U.S.C. 1028 which establishes penalties for fraud and related activity in connection with identification documents.

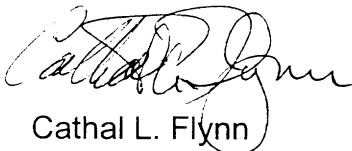
c. Any report of actual or alleged misuse of a credential or shield shall be verbally communicated by the manager of the Civil Aviation Security Division or Staff concerned, to ACO-400 as expeditiously as possible but not less than 24 hours from the time of receipt. The following additional actions shall be taken:

(1) The security manager submitting the report shall initiate an official investigation into the matter under the provisions of FAA Order 1600.20, Civil Aviation Security Investigations Handbook.

(2) The investigation shall be completed within 30 days.

18. **SAMPLE FORMS**. A sample of the application form is provided in appendix 1. Appendix 2 provides a sample of the credential form, and appendix 3 is a sample of the credential acknowledgement receipt.

19. **RESERVED.**



Cathal L. Flynn
Associate Administrator for Civil Aviation Security

IDENTIFICATION CARD/CREDENTIAL APPLICATION-PRIVACY ACT

The information on this form is requested under the authority of Titles 5 and 49, USC; Title 32, CFR; Title 40, USC 486c, and Executive Order 9397.

SUBMISSION OF ALL INFORMATION ON THIS FORM IS MANDATORY.

The purpose is to provide a ready concentration of employee personal data to facilitate issuance, accountability, and recovery of required identification/credential card(s) which are issued to employees and contractors.

This information provided will be used to issue such identification/credential card(s) as may be required to enable the employee or contractor to properly conduct assigned duties.

Providing your Social Security Number (SSN) on this form is mandatory. The information is needed to comply with E.O. 9397, which states that Federal agencies are to use the SSN to keep agency files accurate. The SSN will ensure that the information collected about you is not confused with that of others having the same or a similar name.

Your SSN does not appear on the DOT identification card.

Failure to furnish all of the information requested on this form may result in: (1) the denial of the identification media for which you are applying; (2) your inability to be identified properly; and, (3) your inability to perform all aspects of your assigned official duties.

"See Prefatory Statement of DOT General Routine Uses."

TEAR OFF
BEFORE USE

DOT F 1681

SUPPLEMENTAL
INFORMATION

NAME (Last, First, Middle)		INSTRUCTIONS TO EMPLOYEE: TYPE ALL ENTRIES. THIS FORM MAY BE USED TO APPLY FOR MORE THAN ONE ITEM. (PHOTO)	DOT COMP	EXPIRATION DATE
SOCIAL SECURITY NUMBER			TITLE/GRADE	
DATE OF BIRTH (MM/DD/YY)	SEX M F		OFFICE/SERVICE/REGION/CENTER	
HEIGHT	WEIGHT		OFFICIAL STATION	
COLOR HAIR	COLOR EYES		DATE OF APPLICATION	
CREDENTIAL APPLICATION				

SIGNATURE OF APPLICANT	AUTHORIZING OFFICIAL (Signature, Title, Routing Symbol)
DOT F 1681 (11-94) IDENTIFICATION CARD/CREDENTIAL APPLICATION	



THE UNITED STATES OF AMERICA
Federal Aviation Administration

THIS IS TO CERTIFY THAT

OFFICIAL CREDENTIAL

FAA Form 1600-24 (8-98) Supersedes FAA Form 1600-24 (8-94)

No

SAMPLE

Whose photograph and signature appear
hereon is a duly accredited

SPECIAL AGENT

authorized by the Administrator
in accordance with 49 U.S.C. Section
40113, to perform investigations,
inspections, and other duties imposed
by law and regulations.

BY DIRECTION OF THE ADMINISTRATOR

Associate Administrator for Civil Aviation Security
FAA Form 1600-24-1 (8-98)

BEARER



Appendix 3. Credential Receipt Acknowledgement Statement

Subject: Credential Receipt Acknowledgement Statement

Date:

From: Special Agent (Name) Last, First, Middle Initial

To: ACO-400

This acknowledgement statement certifies that I have read, understand, and will comply with all of the provisions established by FAA Order 1600.71, Civil Aviation Security Special Agent Credentials.

Signature Block

This information may be mailed, e-mailed (if electronic signature is available) or faxed to ACO-400 followed by a hard copy.

